

**Message: RE: Add'l Pre-Auth for [REDACTED]****✉ RE: Add'l Pre-Auth for [REDACTED].**

**From** Smith, Sherrece **Date** Wednesday, June 14, 2017 10:54 AM  
**To** 'Megan Lengerman'  
**Cc**  
**Bcc** Joy.E.Benne@dss.mo.gov

Thank you for the clarification, Megan.

For future reference, stating *attempted 2-1-1* in the RPOS is unclear. There really should be a statement that is more detailed.

Since NFN stands on the fact that [REDACTED] delinquent car payment amount excludes any additional fees that are not reimbursable.

I will approve the full amount for \$399.57.

Sherrece

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**From:** Megan Lengerman [mailto:megan.lengerman@nursesfornewborns.org]

**Sent:** Wednesday, June 14, 2017 10:27 AM

**To:** Smith, Sherrece

**Subject:** Re: Add'l Pre-Auth for [REDACTED]

Sherrece,

The clients contact United Way and if there are no resources available for car payments, we request services through ATA. There are no other resources in this client's area that assist with car payments. Is there another way we should be doing this? This is the way we have consistently required our clients to attempt other services prior to us assisting.

This is the second letter the client has provided us and we have made payment with this type of documentation before. Do I need to contact the nurse to work with the client to attempt to get another statement from her loan company? If so, that is certainly fine, but it will delay the client even further and risk repossession of her car.

Thank you for your help.

**Thanks!**  
**Megan**

Megan Lengerman, MA

Intake and Contracts Manager

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**From:** "Smith, Sherrece" <[Sherrece.Smith@oa.mo.gov](mailto:Sherrece.Smith@oa.mo.gov)>  
**Date:** Wednesday, June 14, 2017 at 10:17 AM  
**To:** Megan Lengerman <[megan.lengerman@nursesfornewborns.org](mailto:megan.lengerman@nursesfornewborns.org)>  
**Subject:** RE: Add'l Pre-Auth for [REDACTED]

If you work through United Way, then was she denied services or was contact simply attempted?  
This was not clear.  
The total cost is stated as \$399.57, which can be different from the amount reimbursed.  
If she received a past due letter, then she receives a monthly statement. What is the amount of her car payment, excluding late fees?

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**From:** Megan Lengerman [<mailto:megan.lengerman@nursesfornewborns.org>]  
**Sent:** Wednesday, June 14, 2017 10:08 AM  
**To:** Smith, Sherrece <[Sherrece.Smith@oa.mo.gov](mailto:Sherrece.Smith@oa.mo.gov)>  
**Subject:** Re: Add'l Pre-Auth for [REDACTED]

Hi Sherrece,

All of our nurses work with the clients to access 2-1-1 (United Way) prior to requesting services through ATA. The attached statement is the only documentation the client has and indicates the current amount due. Also, the amount requested is listed on the pre-auth: 399.57.

**Thanks!**  
**Megan**

Megan Lengerman, MA  
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**From:** "Smith, Sherrece" <[Sherrece.Smith@oa.mo.gov](mailto:Sherrece.Smith@oa.mo.gov)>  
**Date:** Wednesday, June 14, 2017 at 10:05 AM  
**To:** Megan Lengerman <[megan.lengerman@nursesfornewborns.org](mailto:megan.lengerman@nursesfornewborns.org)>  
**Subject:** FW: Add'l Pre-Auth for [REDACTED]

Good morning, Megan—

There are some concerns related to the RPOS. I'd like to provide an opportunity to make changes and resubmit the RPOS.

1. ATA is a last resort program. Please let me know specifically what other organizations were contacted.
2. Need the car payment statement.
3. What is the amount to be reimbursed?

Thank you,

Sherrece

Sherrece Smith  
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**From:** Megan Lengerman [<mailto:megan.lengerman@nursesfornewborns.org>]  
**Sent:** Monday, June 12, 2017 4:10 PM  
**To:** Smith, Sherrece <[Sherrece.Smith@oa.mo.gov](mailto:Sherrece.Smith@oa.mo.gov)>  
**Subject:** Add'l Pre-Auth for [REDACTED]

Hi Sherrece,

Please see attached.

**Thanks!**  
**Megan**

Megan Lengerman, MA  
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